TRANSAX
Merchant Services

READ ME FIRST!

Installation Instructions

VeriFone Vx510
via IP / Broadband

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Please store this document safely. You may need to refer to it again in the future. For more information on how to use your card machine, please also refer to your main Vx510 User Guide

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1. List of Parts and Contents

Please find enclosed your VeriFone Vx510 terminal with:

- PIN Privacy Shield
- Ethernet cable
- Paper Rolls x2
- Power Lead
- Power Pack
- Terminal Installation Instructions (this booklet)
- Vx510 User Guide
- Cards Sales & Refunds Guide
- Paper Roll Order Form
- Manual Sales Vouchers

Vx510 Terminal &
PIN Privacy Shield

Ethernet Cable

Power Lead

Paper Rolls

Power Pack

User Guide / Card Sales
& Refunds Guide

Paper Roll Order Form

Manual Sales Vouchers

Note: If you have ordered additional accessories these may be sent separately.

2. Next Steps

You should have already received your TRANSAX Merchant Services Welcome Pack. If not, or if you require any assistance at any stage of the set-up process, please call our **Technical Helpdesk / Client Services** team on:

0845 600 8055 (UK) or 01 667 5152 (ROI)

In part 3 of this guide, you will be guided through the installation of your terminal.

Please read all parts of this document, you will then be ready to start processing transactions. Please retain all contents (including the original packaging).

IMPORTANT:
To be paid for your card transactions you must submit them at the end of every working day by following the 'End of Day Procedure'.
See part 5 of this guide, or Section 1.13 (page 36) of your main Vx510 User Guide.

3. Terminal Installation (essential)

Ethernet Cable Connection

Connect the **ETHERNET CABLE** (using the clear plastic end) into the communication port marked **10BaseT** on the underside of the **TERMINAL**. The opposite end of your ethernet cable, connects into your router or network connection.

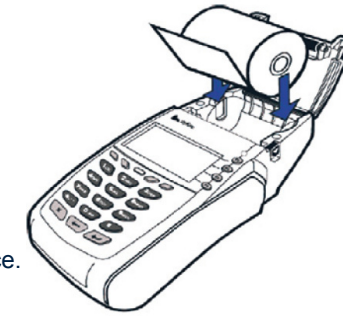
Network Configuration

Your new payment terminal has been tested before it was despatched to you. If your network supports Dynamic Host Configuration Protocol (DHCP), the terminal will automatically obtain an IP address form your network. If your network does not support DHCP, please obtain an IP address from your network provider and contact TRANSAX Merchant Services for more information on how to configure the terminal to support a static IP Address.

Any firewalls that you have may also need to be set to allow the terminal through your network.

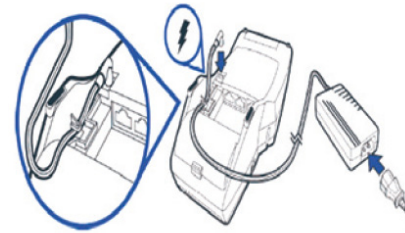
Paper Roll Loading

The paper roll is stored in a 'well' at the top of the machine, above the screen. To load paper, press the cover release button down (right hand side) and the lid will open. Drop a new **PAPER ROLL** into the 'well' ensuring that the end of the roll is towards the front. Pull the end of the roll up, so that the smooth, shiny side of the paper is facing the serrated edge of the terminal - with some protruding out of the top of the machine. Carefully close the lid, it will lock into place.



Connecting Power Leads

Connect the **POWER LEAD** to the **POWER PACK**. Plug the **POWER LEAD** into the terminal (using the port marked ⚡ on the underside of the Terminal). Insert the electric plug into a power socket.



PIN Privacy Shield

Affix the PIN Privacy Shield by connecting it to the front of the terminal and clipping it securely over the number key pad.

When your terminal has been installed correctly (see Section 3), the amber network identification light underneath the **10BaseT** socket, will flash. If you don't see a flashing light, check your network settings and /or contact the Helpdesk / Client Services on **0845 602 2444 (UK) or 01 667 5152 (ROI).**

If the light is present, you are connected to your network and can start to accept and process card transactions.

4. Card Sales and Refunds

Most credit and debit cards issued in the UK and Ireland will be chip and PIN (Personal Identification Number) type cards. For security reasons, the cardholder will need to confirm the transaction by typing their PIN into the terminal.

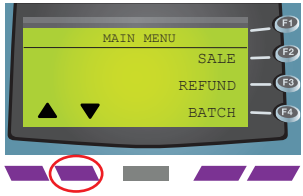
For further information on how to process a chip and PIN Card transaction please refer to section 1.3 (page 10) of the Vx510 User Guide.

This also provides information on how to process other types of card transactions such as refunds (see section 1.8, page 24).

5. End of Day Procedure (essential)

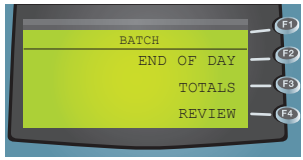
The end of day procedure should be done at the end of every working day to ensure that your card transaction data is captured and that you will be paid ('settlement') for the transactions.

Step 1



Select the 'Batch' option. Depending on the configuration of your terminal this may be on the front screen or you may need to scroll down through the menu by pressing the second from left purple function key.

Step 2

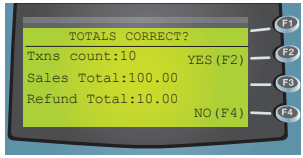


Press F2 to select End of Day.

Step 3

Enter the user password 6666 and press the green ENTER key

Step 4



TOTALS CORRECT? A summary of the sales and refunds that have been processed will display on screen. To confirm the totals are correct press F2 to select YES

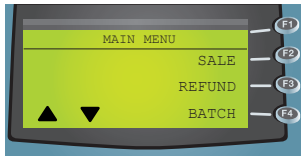
Step 5

The terminal will contact the system and upload all the transactions stored in its memory.

When the process is complete, the terminal will print a summary report. You will see a message on every report beginning 'GBOK' (followed by numbers).

However, if the message begins with 'RB' (followed by numbers) this indicates the procedure has been unsuccessful. Call the Technical Helpdesk / Client Services on: **0845 600 8055 (UK) or 01 667 5152 (ROI).**

Step 6



Once the End of Day procedure is complete a summary receipt will print and the Sale, Refund, Batch screen (Main Menu) will appear.

You will be paid the full amount typically 3 working days after the process is complete.

For further information refer to your main Vx510 User Guide, Section 1.13 (page 36).

6. Troubleshooting

Communication Errors

The most common errors are due to loss or prevention of communications; these are typically caused by either an issue when first installing the terminal or an outage on your network connection. Consider the following:

- Ensure the ethernet cable is securely attached into the correct port on the underside of the terminal and into the correct port of your router or network. Also check that the cable is not damaged.

- Ensure your network is working correctly. Can you access the Internet? Do other IP devices work? If not, please contact your network provider.

- Have any changes recently been made to the network? e.g. firewall changes or security enhancements?

Should you require any further assistance please contact the Technical Helpdesk / Client Services on **0845 600 8055 (UK) or 01 667 5152 (ROI).**

7. Manual Sales Procedure

If the service is temporarily unavailable, please follow the procedures in this Quick Guide to process a manual card sale transaction.

1. Obtain possession of the cardholder's card.

2. Contact the Elavon Authorisation Centre for authorisation of the transaction by calling: **0845 850 0197 (UK) or 1 850 30 31 30 (ROI).**

3. Place the manual sales voucher on top of the card with the card face up, on a flat hard surface.

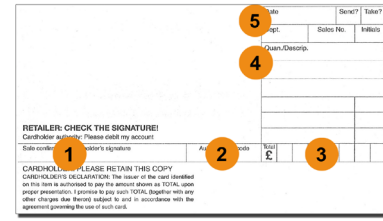
4. Create an impression of the card, by rubbing a coin, or preferably the side of a pen, over the manual sales voucher.

5. Remove the manual sales voucher and check that all copies have been imprinted clearly with the full card details.

6. Complete the manual sales voucher using a ball point pen. Please write the card number along the top of the manual sales voucher as you may need to refer to this later. Ensure you enter in the authorisation code obtained from the Authorisation Centre.

7. Retain the card and watch the cardholder sign the manual sales voucher. Check that the signature matches with that on the reverse of the card.

8. Check again that the details are correctly entered and appear on all copies of the manual sales voucher (if they do not, securely destroy the voucher and start again).



Sales Voucher
Refund voucher can be filled out in the same way

1. Cardholders Signature
2. Complete when authorisation is obtained.
3. Total value of card transaction
4. Details of goods /services purchased
5. Transaction date

9. Hand the cardholder the top copy of the manual sales voucher and the card when you are satisfied that everything is in order.

10. Retain 'Bank' and 'Merchant' copies in a secure place until you can process it electronically through your terminal.

11. Once the terminal is available, please re-enter the transaction using the 'Force' or 'Offline' procedure. **Please see section 1.10 (page 27) of the Vx510 User Guide.**

8. Paper Roll

Loading the Paper Roll

The paper roll is stored in a 'well' at the top of the machine, above the screen. To load paper, press the cover release button down (right hand side) and the lid will open. Drop a new paper roll into the 'well' ensuring that the end of the roll is towards the front. Pull the end of the roll up, so that the smooth, shiny side of the paper is facing the serrated edge - with some protruding out of the top of the machine. Carefully close the lid, it will lock into place.

Ordering more paper rolls

Your Vx510 terminal is supplied with 2 paper rolls. The terminal does not require a cartridge or ink. We strongly advise that you place your order for additional paper rolls well in advance.

For your convenience we have enclosed spare copies of the paper roll order form. Please complete in block capitals and fax back to the number provided at the foot of the form, or email your request to **merchant.requests@fisglobal.com**
Please include your merchant number and the quantity of paper rolls you would like to order.

You can also order your paper rolls online at **www.transaxmerchantservices.co.uk** in the Merchant Zone.

Each box contains 20 high quality paper rolls and the price quoted includes delivery (dispatched to you within 5 working days).

9. Useful Contacts

TRANSAX Merchant Services

Technical Helpdesk (for terminal queries)	0845 600 8055 (UK)
Client Services (for general enquiries)	0845 602 2444 (UK)
Irish customers: Client Services (all enquiries)	01 667 5152 (ROI)
Email: merchant.requests@fisglobal.com	

TRANSAX Cheque Warranty

Cheque Operator Service	0800 110 999 (UK)
Irish customers: Cheque Operator Service	1 800 409 409 (ROI)

Elavon

Manual Authorisations:	0845 850 0197 (UK) or 1 850 30 31 30 (ROI)
Merchant Services (transaction queries)	0845 850 0195 (UK) or 1 850 20 21 20 (ROI)

Notes Section

If undelivered please return to:
TRANSAX Merchant Services
Certegy Ltd
Tricorn House
51– 53 Hagley Road
Birmingham
B16 8TU

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